

Goal: Getting Payments Right

Program or Activity
Travel Pay

Reporting Period
Q3 2019

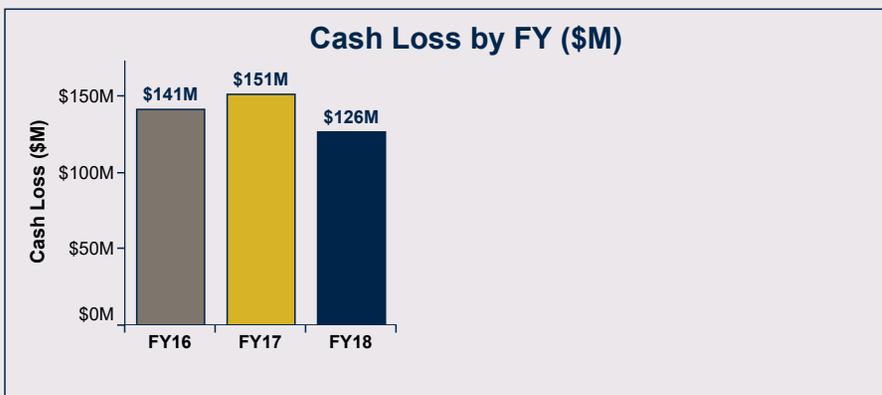
Change from Previous FY (\$M)

-\$25M



Brief Program Description:

The DoD Travel Pay program reviews payments made by DFAS, Army, Navy, Air Force, and Marine Corps to Active, Reserve, and National Guard Military Service members and civilians for temporary and permanent travel and/or transportation-related expenses.



Key Milestones	Status	ECD
1 Finalize estimated cash loss estimation methodology	Completed	Oct-18
2 Identify estimated cash loss amount for FY 2018	Completed	Oct-18
3 Identify true root causes of cash loss	Completed	Oct-18
4 Develop mitigation strategies to get the payment right the first time	Completed	Dec-19
5 Evaluate the ROI of the mitigation strategy	On-Track	Dec-19
6 Determine which strategies have the best ROI to prevent cash loss	On-Track	Mar-20

Quarterly Progress Goals	Status	Notes	ECD
1 Q3 2019 Achieve a monthly/quarterly Defense Travel System (DTS) improper payments rate below 5.75 percent.	On-Track	DTS improper payment metrics are reported on a monthly/quarterly basis. OUSD(C) will coordinate with DFAS and DTMO to establish a mechanism to share the metrics with all appropriate travel management officials across the Department.	Sep-19
2 Q3 2019 Review Component corrective action plans (CAPs), monitor milestone dates to ensure progress is being made, review artifacts or evidence supporting the closure of milestones and CAPs, and continue to report metrics on top monetary loss errors	On-Track	Based on GAO-19-530, OUSD(C) will also expedite completion of the Travel Pay improper payments remediation plan requirements for the six components that have not yet completed them.	Jan-20

Recent Accomplishments	Date
1 In FY 2018, the DoD Travel Pay program met its improper payment target rate of 6 percent for the first time in six years.	
2 In FY 2019, the DoD Travel Pay program has met its improper payment target rate of 5.75 percent for the first six months of the reporting year.	Mar-19

FY18 Amt(\$)	Root Cause	Root Cause Description	Mitigation Strategy	Anticipated Impact of Mitigation
\$126M	Administrative or process errors made by: federal agency	Errors caused by incorrect data entry, classifying, or processing of applications or payments.	Require corrective action and remediation plans to be completed, provide additional guidance and focused training, as well as increase visibility of improper travel payments to senior accountable officials and enhance travel system controls.	Reduce travel improper payments and comply with the program's annual target rate for improper payments.

Cash Loss - Cash loss to the Government includes amounts that should not have been paid and in theory should/could be recovered.